



OMEGA LABORATORY SERVICES NEWS LETTER

Mission- To be a center of excellence in health care to increase the longevity and improve quality of life.

Vision- To provide affordable quality health care for all.

Omega Laboratory Services has been accredited by NABL to ISO 15189:2007 ON 28/2/2013

Chairman's Message



Dr. Mukund K.

I always felt, all are born equal.
But some excel either by situation or by inspiring the will. Well, I am glad NABL Accreditation has become a reality now which was a dream two years ago. I congratulate the staff and feel very happy for the achievement. We are geared up to render even better quality service



Director's Message



Dr. Jayakrishnan A.G.

Congratulations to Omega laboratory services on getting the NABL certification. This is a tremendous achievement and the result of hard work and commitment of all the staff of Omega laboratories. Each and every one of them has contributed in achieving this goal. It also underscores the commitment of Omega Hospital in delivering quality care and affordable patient care in the region for over a decade and will continue to do so in the future. "Healing with feeling" is our motto.

Quality Policy of Omega Laboratory Services

We, the team of OMEGA are committed to :

- ✳ *Provide timely and reliable results that support clinicians arriving at proper diagnosis and enabling in delivery of good health care to the community.*
- ✳ *Keep biohazards to patients, personnel and environment to the least possible affecting levels by adhering to applicable norms and universal precautions.*
- ✳ *A Congenial work environment to help them succeed with team spirit.*
- ✳ *Comply with ISO 15189: 2007 to have a good professional practice that ensures quality of its examinations and compliance to its quality management system.*

LAB Staff Photo With Names Below



Sitting from the Left to Right: Mr. A. J. D'souza, Mr. S. L. Bharadwaj, Dr. J. N. Bhat, Dr. Mukund K, Dr. Jayakrishnan A G, Mr. Leeladhar K, Dr. A. K. Kasim, Mr. Doomappa U and Dr. Bharathi Prakash.

Standing from the Left to Right: Ms. Dinamani.K, Ms. Sushma D'Souza, Mrs. Theresa Recna D'Souza, Ms. Prema. A, Mrs. Leela Paul, Mrs. Sini Mol, Ms. Anitha Priya D'Souza, Ms. Fay M D'Souza and Mrs. Savitha Kamath

Editorial,

Season's Greetings to all.

All the sincere hardwork towards the process of NABL has been paid to get the accreditation of ISO 15189 by NABL 112. It is a matter of dignity and pride.



Every lab staff was dedicated and responsible enough to contribute towards this success. All the departments staff of Omega hospital have cooperated us in NABL venture. Quality part has been very well taken care by quality manager -Mrs.Savitha Kamath. Lab Director -Dr J N Bhat, was very supportive throughout the process. On behalf of Lab staff, I thank Omega Management -Dr Mukund, Dr Jayakrishnan and Mr Leeladhar for their support and encouragement.

Getting NABL is a mark of quality service. Every accreditation is a 'success' but not 'Destination' hence providing 'Quality Service' is continuous process.

Best wishes

Dr Bharathi Prakash Lab Head ,Omega Laboratory Services

SCOPE OF TESTS

Sl.No	TESTS	Sl.No	TESTS
	BIOCHEMISTRY	19.	Uric Acid
1.	Albumin		ELECTROLYTES
2.	ALP	20.	Potassium
3.	Calcium	21.	Sodium
4.	Cholesterol	22.	Chloride
5.	Creatine Kinase		BLOOD GASES
6.	Creatinine	23.	pH
7.	Direct Bilirubin	24.	pCO ₂
8.	GGT	25.	pO ₂
9.	Glucose		HAEMATOLOGY
10.	HDL Cholesterol	26.	Red Blood Cells
11.	Phosphate	27.	White Blood Cells
12.	Serum Amylase	28.	Platelets
13.	SGOT/AST	29.	Hemoglobin
14.	SGPT/ALT	30.	Hematocrit
15.	Total Bilirubin	31.	Red Cell Indices (MCH, MCV, MCHC)
16.	Total Protein	32.	MPV
17.	Triglycerides	33.	RDW
18.	Urea	34.	Peripheral smear with DC

Lab Director's Message

Any development always means a change from the existing to projecting towards a future. This requires a change in thinking pattern at all levels of implementation. Generally human mind refuses any change at the initial phase. We are glad it all happened much faster at our Omega Laboratory and amazingly we are at the "NABL Accreditation" celebration festive mood. I join Dr. Bharathi Prakash in thanking management and congratulate all the 'Heads' all the way down to technicians whose heads worked wonderfully in unison swiftly. We pat our backs again. Almighty be with Us always.



Dr. J. N. BHAT

Med. Supdt.

Quality Manager's message

It has been a wonderful experience working at Omega Laboratory towards accreditation by NABL to ISO 15189:2007 with the support and opportunity given to me by the management of Omega Hospital.



I would like to thank Dr. Bharathi Prakash (HOD) wholeheartedly for the motivation, guidance and moral support given to me throughout the journey towards accreditation. She was a **role model** for hard work and enthusiasm.

I also appreciate the **diligent work** put in by Ms. Fay M. D'Souza and every technician in our team for their **patience and dedicated efforts** in attaining accreditation.

I am grateful to BIO-RAD Laboratories who provided Internal Quality Control samples, RANDOX laboratories who provided External Quality Control samples and KMC Laboratory services who participated with us in the Inter lab proficiency which have helped us achieve the **benchmark** set up by NABL 112.

Best Compliments

Mrs. Savitha. P. Kamath

Staff of Omega Laboratory services

Dr. J. N. Bhat Lab Director	Mrs. Leela Paul Senior Technician
Dr. Shreesha Khandige Pathologist	Ms. Meenakshi Achar Senior Technician
Dr.(Mrs.) Bharathi Prakash Lab Head ,Sr. Technical Manager	Ms. Dinamani.K Senior Technician
Mrs. Savitha Kamath Quality Manager	Mrs. Savitha .A Senior Technician
Ms. Fay M D'Souza Lab Supervisor	Ms. Prema. A Senior Technician
	Mrs. Sini Mol Senior Technician
	Ms. Anitha Priya D'Souza Junior Technician
	Ms. Sushma D'Souza Junior Technician
	Ms. Shashiprabha. B Junior Technician
	Mrs. Theresa Recna D'Souza Junior Technician

Importance of Accreditation

1. Potential increase in business due to enhanced customer confidence and satisfaction.
2. Savings in terms of time and money due to reduction or elimination of the need for re-testing of products.
3. Better control of laboratory operations and feedback to laboratories as to whether they have sound Quality Assurance System and are technically competent.
4. Increase of confidence in Testing / Calibration data and personnel performing work.
5. Customers can search and identify the laboratories accredited by NABL for their specific requirements from the directory of Accredited Laboratories.
6. Users of accredited laboratories will enjoy greater access for their products, in both domestic and international markets, when tested by accredited laboratories.

ROLE OF NABL AND ISO 15189

1. NABL has been established with the objective to provide Government, Industry and Society in general with a scheme for third-party assessment of the quality and technical competence of testing and calibration laboratories.
2. Government of India has authorized NABL as the sole accreditation body for Testing and Calibration laboratories.
3. NABL operates its own system as per ISO/IEC 17011.
4. NABL adopted ISO 15189 "Medical Laboratories -Particular requirements for quality and competence" 2003 edition.
5. Implementing ISO 15189 as part of laboratory quality initiatives provides both laboratory and business benefits such as:
 - * Improved national and global reputation and image of the laboratory
 - * Continually improving data quality and laboratory effectiveness
 - * Having a basis for most other quality systems related to laboratories, such as Good Laboratory Practices.
 - * Mutual Recognition Agreement (MRA) amongst various countries test report is acceptable without repetition of analysis
 - * Customer satisfaction is achieved through introduction of Quality Management System which is a part of ISO 15189.
 - * All test equipment will be calibrated and traceable to National Standards so that accuracy of results will be ascertained & maintained
 - * Laboratory will be participating in Inter laboratory Comparison program so that quality level of the lab with respect to other accredited lab can be determined.
 - * Quality control checks will be carried out periodically by which system is always maintained.

Mega events of Omega Laboratory Services

- 1) Pre-assessment audit was conducted by NABL
- 2) Final Assessment audit was conducted by NABL team
- 3) Ms Savitha of Laboratory got married in MAY 2012.
- 4) Doctorate of Philosophy was awarded to Mrs. Bharathi Prakash 29/10/2012, hence the lab team was taken to a picnic to Pilikula nisargadhama and Thaneebavi beach near Sulthan Bathery on 25th Nov.2012.
- 5) Mega Event –CME was conducted by Omega Laboratory Services of Omega Hospital, on 'Laboratory Accreditation and Quality Control' at 4th floor of Omega Hospital in association with RANDOX Quality Management Systems, Ireland on the 15th Dec.2012.
- 6) Training session on Blood Storage Unit was conducted for the staff of Omega lab at Blood Bank , KMC hospital, Mangalore for a period of 3 days in March 2012.
- 7) Dr Bharathi Prakash was appointed as NABH Co-coordinator after being successful in NABL venture on 1/2/2013.

Memorable events of Omega Laboratory Services.



Accreditation letter from NABL Office, Delhi -6/3/2013



Inauguration of Blood Storage Unit, Jan2013



Final Assessment Audit for NABL Accreditation



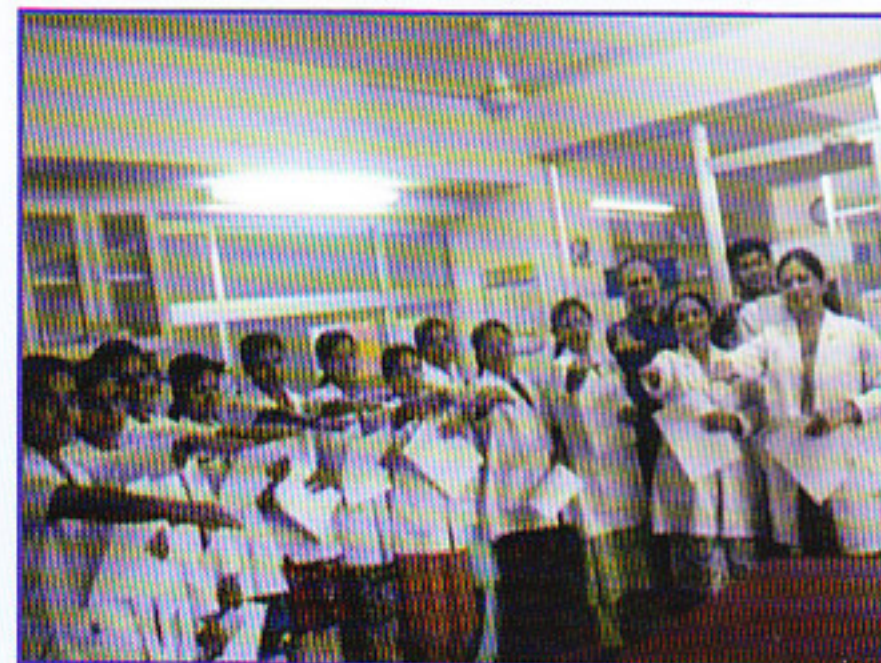
Dr Bharathi Prakash appointed as NABH coordinator



Dr Bharathi Prakash receiving PhD degree certificate from Governor Hansraj Bhardwaj at Mangalore University in Feb 2013.



Picnic of Laboratory staff



Oath taking on 13/6/2012



Four ex-employees who were in the lab team - Standing from left to right : 1.Ms. Prajna. K.M, 2.Ms. Sangeetha. P, 4.Mr.Sidharth Kiran.K.S, 5.Mr. Sohan R. Bangera



Dr. Poornima Rao from KMC at CME, Omega Hospital